



MEMPHIS LIGHT, GAS AND WATER DIVISION

NEWS RELEASE

For Immediate Release

For more info, call:
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MLGW Warns Customers About Scammer Calls

Telephone Scammers Posing as MLGW Representatives

(July 11, 2013)—Memphis Light, Gas and Water Division has received reports of a scam involving a phone number and voice mail message from someone fraudulently claiming to represent MLGW.

Customers are receiving calls from (901) 310-9749 about their utility bill. The customer is placed on hold and the call drops. If the customer calls 310-9749, they'll hear a voice mail that falsely claims to be an MLGW office and directs the caller to leave information that will result in a return call from the scammer. If a customer tries to trace back the call using *69, the number displayed on the phone is (901) 544-6549, the actual number for MLGW Customer Care, though the calls are not actually originating from MLGW.

Police have been notified about this scam.

While MLGW mails cut-off notices to customers and uses auto-dialers alerting them that a payment needs to be made by a certain date to avoid cut-off, MLGW service representatives do not personally call a customer to request a payment. Customers who believe they have been targeted or victimized with this or any other scam should immediately contact the Memphis Police Department at 901-454-2677.

-EndIt-

MLGW is the largest three-service public power utility in the nation, serving more than 421,000 customers in Memphis and Shelby County.